

Behavioral Aspects



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What we will cover

1) 1. Workplace Etiquette

- Professional behavior, punctuality, respect, and collaboration

2. Personal Growth

- **Communication Skills:** Verbal, non-verbal, written; effectiveness in workplace interactions
- **Interpersonal Skills:**
 - Self-Confidence:* Assertiveness and positive mindset
 - Body Language:* Posture, eye contact, gestures

3. Gender Sensitization

- **Definition:** Awareness and respect for gender diversity and equality
- **Legal Framework:**
 - The Sexual Harassment of Women at Workplace Act, 2013* (Prevention, Prohibition & Redressal)

Every problem is an opportunity in disguise.

John Adams

आत्मनिर्भर भारत

Part-2 : Poor, including migrants and farmers

14.05.2020



www.taxguru.in

3 Lakhs Cr Package to
Agriculture
Agri food processing
Food Processing
SMES

How many have done these things in Life ?



Watching movie during exam period



Eating fruits on the tree

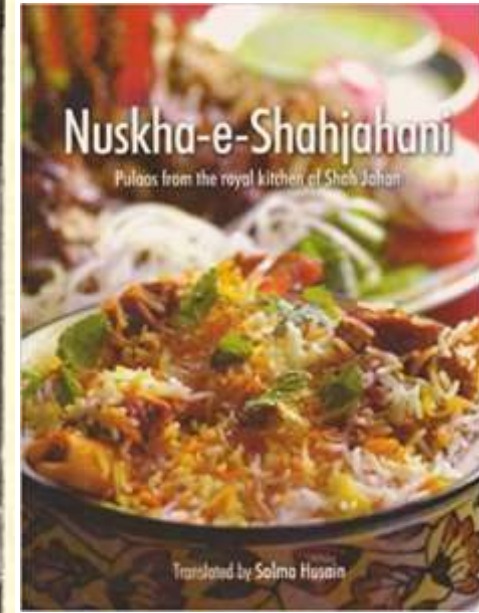
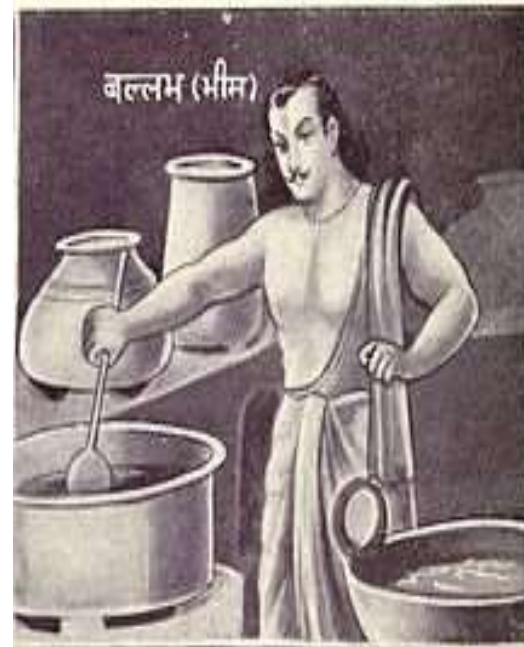
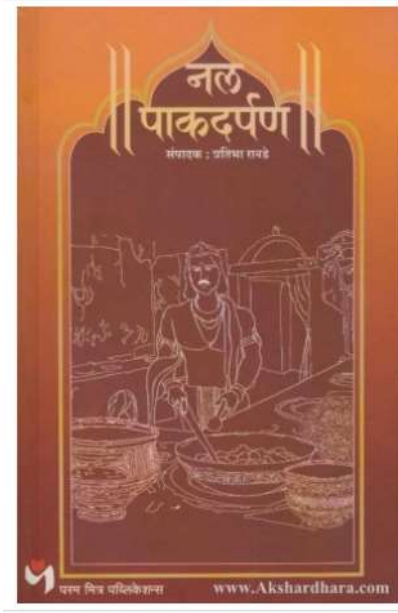


General coach without reservation



Solo Traveling to unknown places

Do You know



Kind Nala was best cook and food scientists

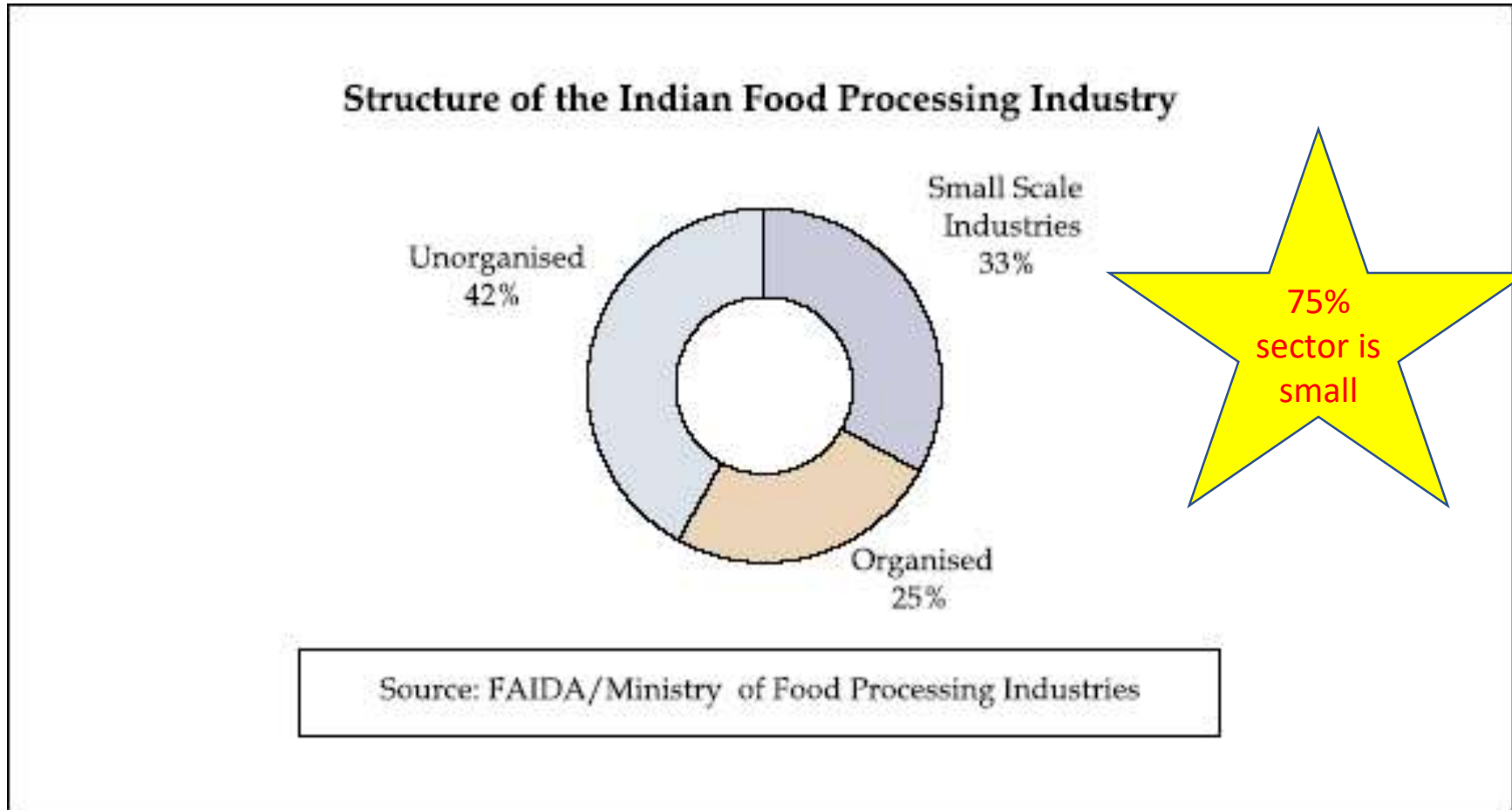
Mata Sita was best Chef

Ballava Bhim was King's chef

Shahajan's cooking book has given many modern food recipes

Sambar was first time served in Honour of Chatrapati Sambhaji Maharaj

Structure of Food processing Industry

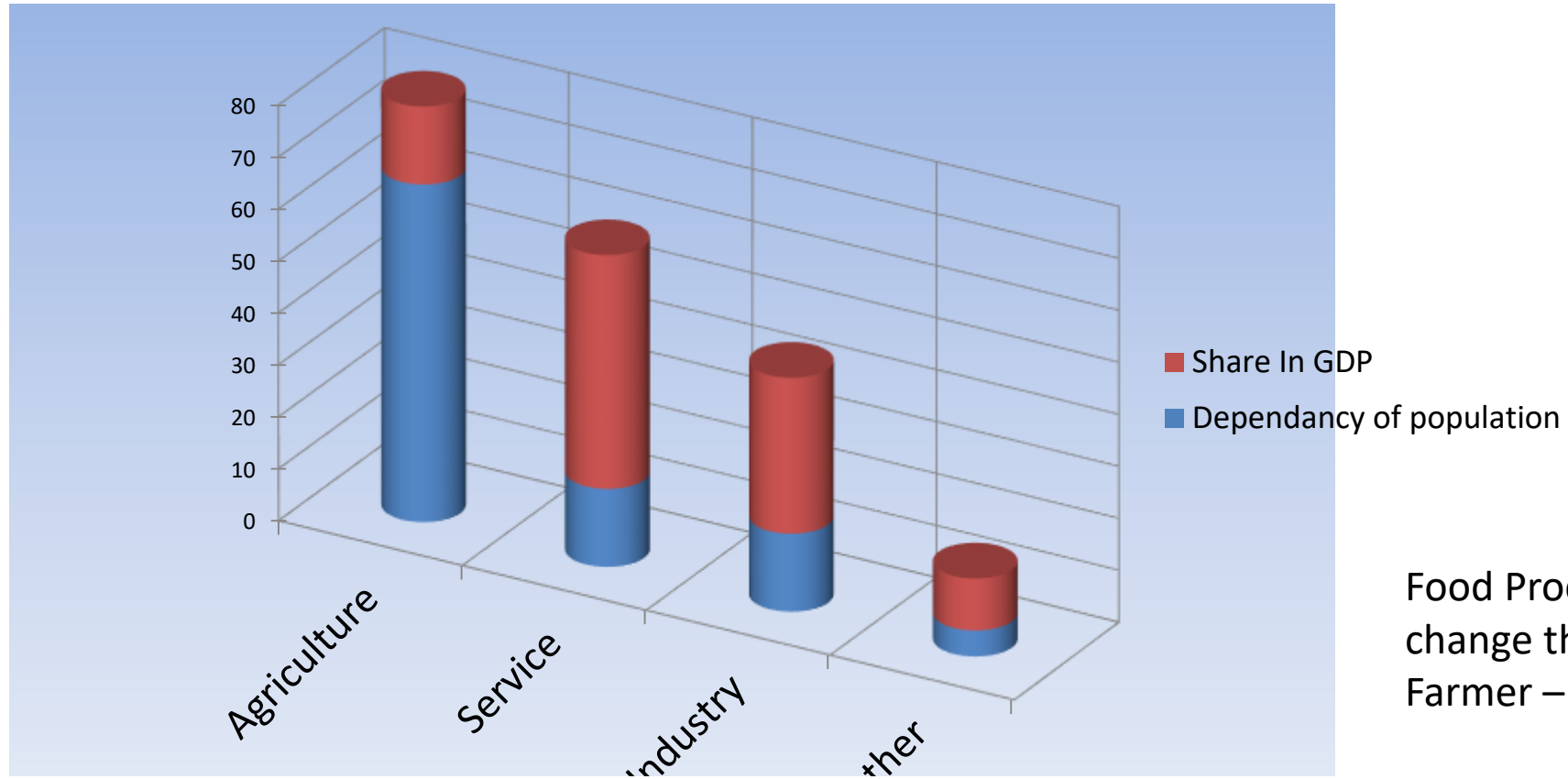


Un organized



Organised

GDP Vs Population



Food Processing can
change the life of
Farmer – INDIA

Food processing still at a nascent stage

Level of processing (Fruits & Vegetables)

USA	-	80 %
France	-	70 %
Malaysia	-	80 %
Thailand	-	30 %
India	-	8.3 %

Level of Processing (Perishable products)

	<u>Organized</u>	<u>Unorganized</u>	<u>Total</u>
Fruits / Vegetables	1.3%	0.8%	2.2%
Milk /milk products	13%	22%	35%
Buffalo Meat	21%	-	21%
Poultry	6%	-	6%
Marine Products	8%	15%	21%

Good scope for food processing

Eight tips for healthy eating

These eight practical tips cover the basics of healthy eating and can help you make healthier choices.

1. Base your meals on starchy carbohydrates.
2. Eat lots of fruit and veg.
3. Eat more fish – including a portion of oily fish.
- 4. Cut down on saturated fat and sugar.
- 5. Eat less salt.
- 6. Get active and be a healthy weight.
- 7. Don't get thirsty.
- 8. Don't skip breakfast.

FSSAI Enforcement: Designated Officer's Role and Team Structure

- **Commissioner of Food Safety (CFS)**

- Overall authority for enforcement in the state/district.

- **Designated Officer (DO)**

- Powers: Issue/cancel licenses, inspect establishments, launch prosecutions, stop unsafe food production, seize materials.
 - Responsibilities: Coordinate FSOs, monitor compliance, handle complaints, submit reports.

- **Food Safety Officers (FSOs)**

- Conduct inspections and sampling.
 - Report findings to DO.
 - Assist in enforcement actions.

Support Units:

- **Analytical Labs & Food Analysts**

- Analyze samples collected by FSOs.
 - Provide reports for prosecution and compliance.

Flow Summary:

CFS → DO → FSOs → Food Analysts → Reports back to DO → CFS.

FSO – Power and Responsibilities

Powers of FSO (Section 38 & Rules)

- **Seize unsafe/adulterated/misbranded food** and seal premises if FBO is unavailable.
- **Take samples** for analysis or surveillance.
- **Inspect premises and vehicles** carrying food.
- **Order medical examination** of food handlers suspected of infectious disease.
- **Restrict infected persons** from handling food.

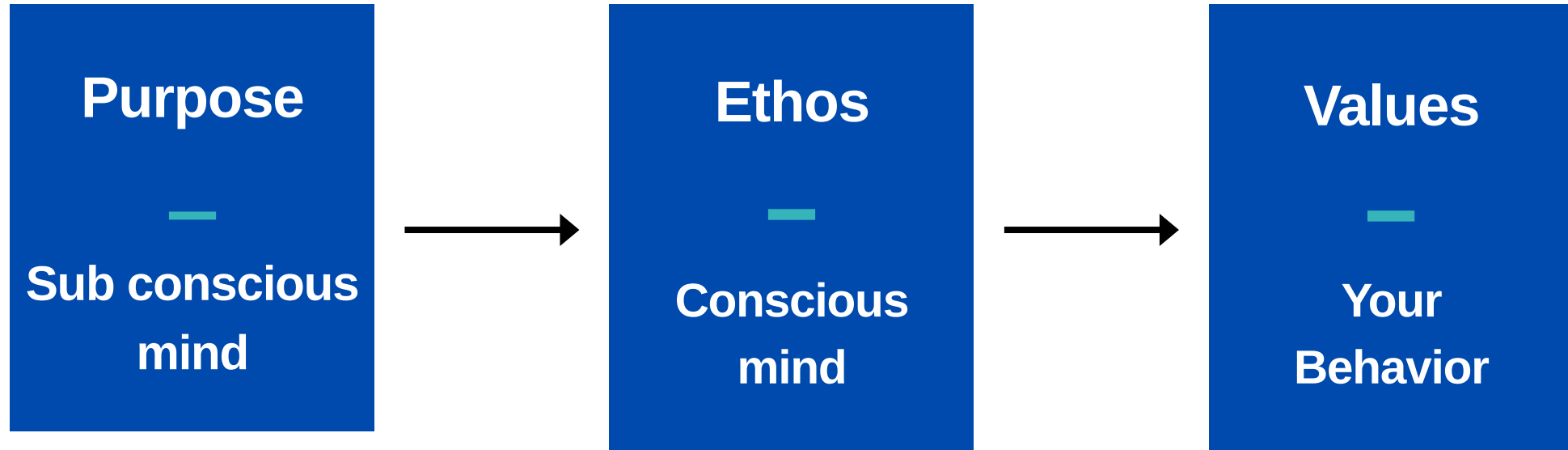
Responsibilities of FSO (FSS Rules, 2011)

- **Inspect licensed food establishments** as per DO's schedule.
- **Ensure compliance** with license conditions and report to DO.
- **Collect samples** suspected of violating the Act.
- **Draw samples for survey/research** (not for prosecution).
- **Investigate complaints** and suspected violations.

Office Etiquettes



Purpose of life is a Life of Purpose



Purpose defines why we act, ethos represents our character and credibility, and values guide our principles and standards.

Purpose is often influenced by the subconscious mind, ethos is shaped by the conscious mind, and values are the result of choices and behaviors, manifesting as the tangible experiences we provide to others.

Data

Raw facts and
figures without
context

Information

Organized data
that has meaning

Knowledge

Insights drawn
from information
through patterns
or logic

Wisdom

Judicious
application of
knowledge for long-
term value



Office Etiquettes

Office etiquettes are the set of unwritten rules that govern interactions and behaviors in a professional setting.

Importance

- Promotes a positive work environment
- Enhances professional relationships
- Reflects on personal and company reputation
- Ensures smooth workflow and collaboration

Basics

Punctuality

- Arrive on time for work and meetings
- Respect others' time by being prompt

Communication

- Use polite and clear language
- Listen actively and respect others' viewpoints

Dress Code

- Follow the company's dress policy
- Dress appropriately for the occasion

Workspace Maintenance

- Keep your workspace clean and organized
- Respect shared spaces and clean up after yourself





Digital Etiquettes

Email Etiquette



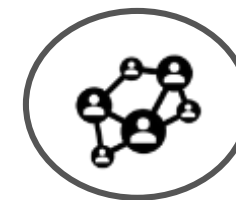
- Use a professional tone and proper grammar
- Respond to emails promptly
- Use clear and concise subject lines

Virtual Meetings



- Join meetings on time
- Mute your microphone when not speaking
- Use video appropriately and dress professionally

Social Media



- Be mindful of your posts and comments
- Respect confidentiality and FSSAI/FDA policies

Interpersonal Etiquettes

Respect and Politeness

- Address colleagues by their preferred names or titles.
- Use 'please' and 'thank you' generously.

Team Collaboration

- Be open to others' ideas and contributions
- Share credit for group achievements
- Offer help and support when needed

Conflict Resolution

- Address conflicts professionally and privately
- Focus on finding solutions, not placing blame
- Be willing to compromise and seek mediation if necessary.



Interpersonal Etiquettes

Adaptability and Positive Attitude

- Staying open to change and new ideas.
- Being receptive to feedback and showing a willingness to learn.
- Keeping a positive attitude, even under pressure or during challenging times.

Ending on a Positive Note

- Encouragement to be a role model of professional conduct.
- Emphasizing that small acts of courtesy and respect create a collaborative environment.
- Acknowledging that professionalism benefits individual careers and the organization.





Self Growth



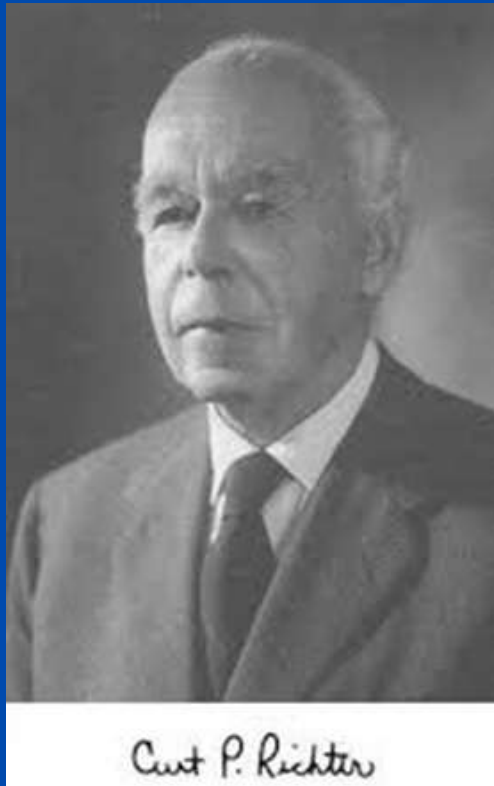
Personal Growth

Definition

Personal growth is the process of improving oneself through activities that develop talents, enhance quality of life, and contribute to the realization of dreams and aspirations.

“The purpose of life is a life of purpose,”
wrote author **Robert Byrne.**

Hope

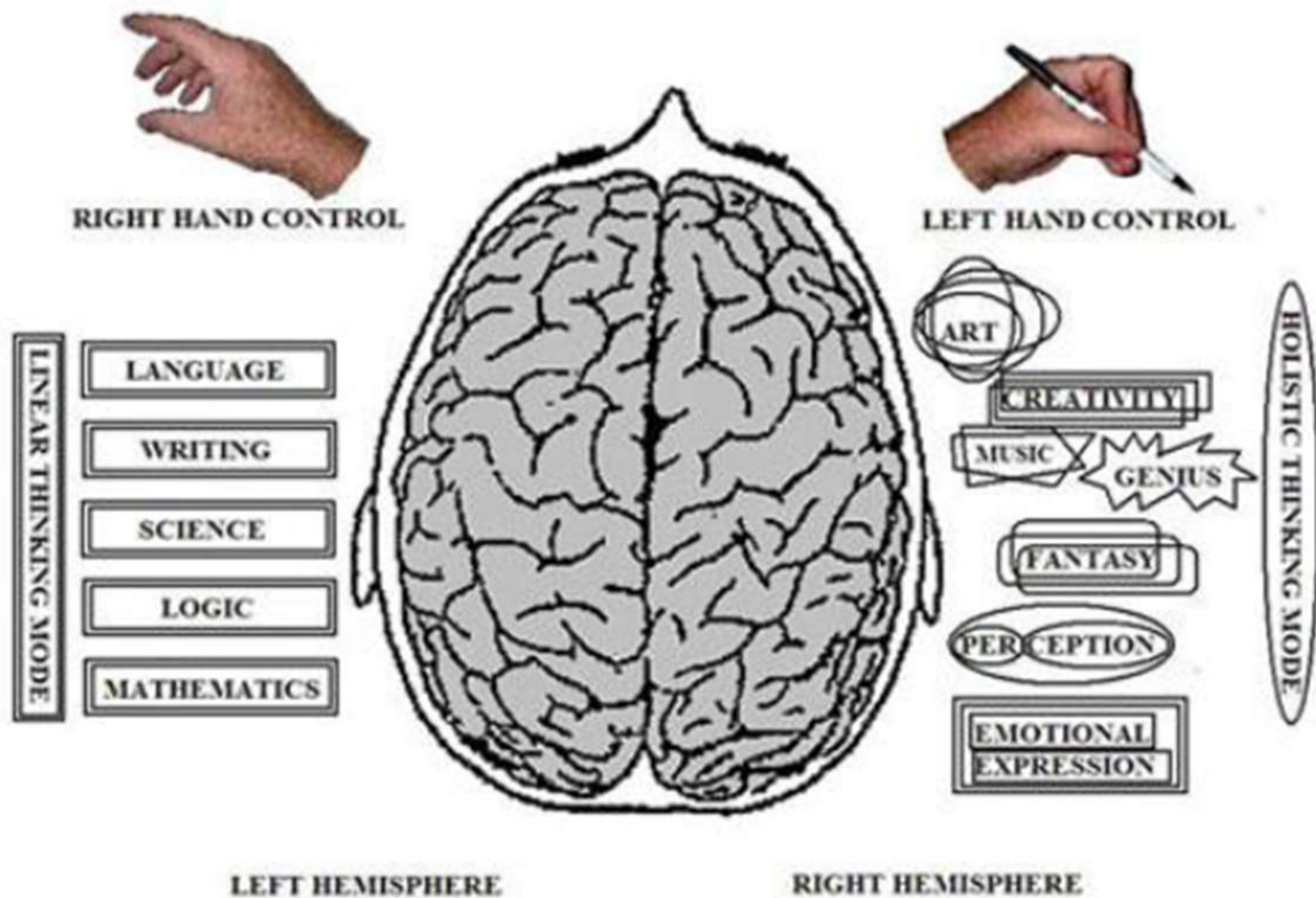


At Harvard in the 1950s, Dr. Curt Richter placed rats in a pool of water to test how long they could tread water.



The conclusion drawn was that since the rats BELIEVED that they would eventually be rescued, they could push their bodies way past what they previously thought impossible.

The Way Your Brain Is Organized



Key Drivers of Success



Leadership

Vision, decision-making, inspiring others, taking responsibility.

Interpersonal Skills

Collaboration, empathy, conflict resolution, teamwork.

Problem Solving

Analytical thinking, creativity, solution-oriented approach.

Communication

Clear, concise, persuasive, active listening, effective feedback.

Accountability

Ownership, reliability, commitment to results, delivering promises

LEADERSHIP

Vision

Ability to see the bigger picture, set clear direction, and create purpose.

Decision-making

Taking timely and effective decisions based on facts, risks, and long-term goals.

Inspiring others

Motivating, energizing, and empowering team members to give their best.

Taking responsibility

Owning outcomes, being accountable for actions, and standing by the team.



Interpersonal Skills

Definition:

The ability to interact harmoniously with others.

Core Elements:

- Empathy: Understanding and valuing others' perspectives.
- Patience and adaptability: Responding calmly to different personalities and situations.
- Conflict resolution: Addressing issues professionally to foster a collaborative environment.

Benefits

Enhances teamwork, boosts morale, and improves workplace relationships.



Problem Solving

Analytical Thinking

Break complex problems into smaller parts, analyze data, identify root causes.

Creativity

Think out-of-the-box, explore multiple perspectives, generate innovative ideas.

Solution-Oriented Approach

Enhances teamwork, boosts morale, and improves workplace relationships.

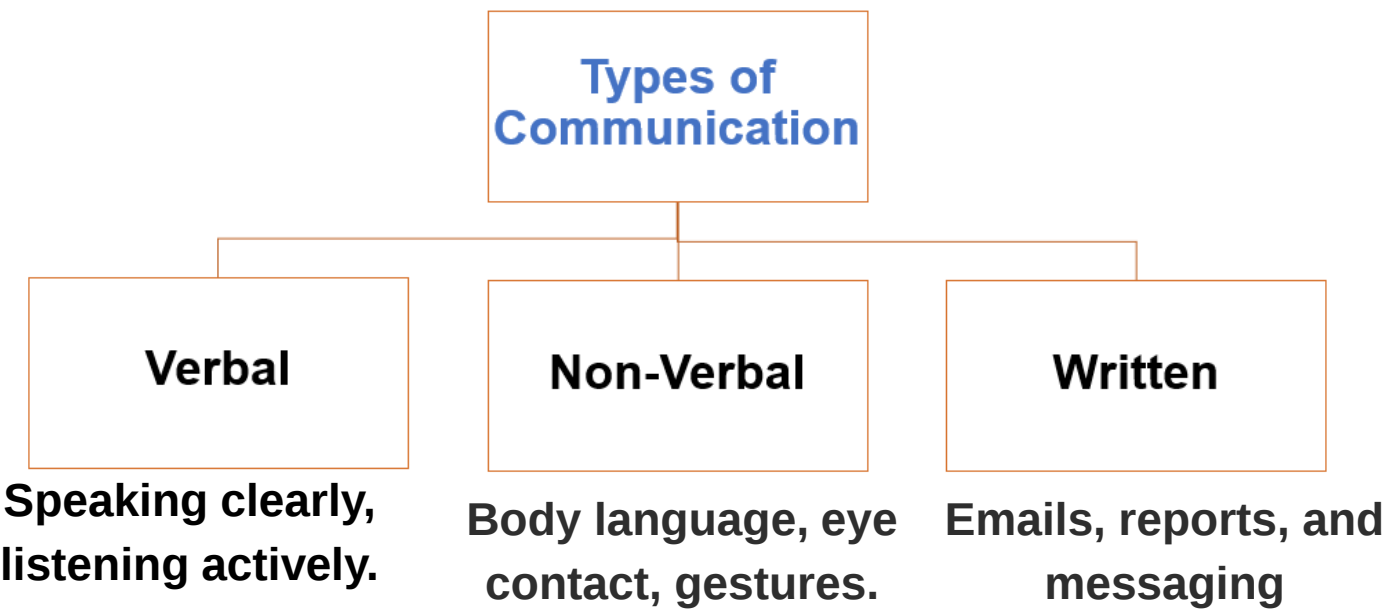




Effective Communication

Definition:

Effective communication is the backbone of workplace success.





Verbal Communication Skills

Key Elements

- Clear and concise speech.
- Listening actively without interrupting.
- Asking questions to ensure understanding

Benefits

Builds rapport, clarifies expectations, reduces misunderstandings.

Non-Verbal Communication

Definition:

Importance of non-verbal cues in conveying emotions and attitudes.

Elements

- Eye contact: Shows confidence and attentiveness.
- Facial expressions: Convey openness, interest, and engagement.
- Gestures and posture: Reflects openness and engagement.

Tip

Align non-verbal cues with verbal messages for coherence.





Levels of Listening

LEVELS OF LISTENING	
PROACTIVE	Active engagement, asking questions, clarifying
ATTENTIVE	Fully present, trying to understand
SELECTIVE	Listening only to parts of interest
PRETEND	Acting like listening, but mind is elsewhere
IGNORE	Not listening at all, distracted, disengaged

“What is your style?”

Effective Writing

Essentials of Effective Writing

1. Clarity and conciseness.
2. Professional tone and language.
3. Proofreading for errors and clarity.

Applications

Emails, reports, project documentation.

Impact

Reduces confusion, improves information sharing, and builds professionalism.



Self-Confidence

Definition:

Belief in one's abilities to complete tasks and engage effectively.

Building Self-Confidence

- Set achievable goals and celebrate small wins.
- Embrace continuous learning and skill development.
- Practice positive self-talk and focus on strengths.

Impact

Increases performance, encourages taking initiatives, and enhances visibility in the workplace.



Unconscious to Conscious



Unconscious
Incompetence

You Do Not know-
that you do not
know



Conscious
Incompetence

You Know
That you don't know



Conscious
competence

You know what You
know

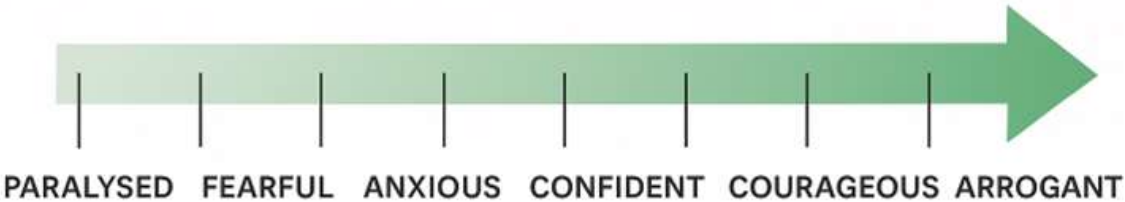


Un-Conscious
Competence

You do not know
That what you know

Confidence Scale

CONFIDENCE SCALE



Level	State	Description
1	Paralysed	Completely stuck, unable to act
2	Fearful	Full of fear, hesitant to move forward
3	Anxious	Worried but trying, uncertain
4	Confident	Balanced self-assurance, trust in abilities
5	Courageous	Bold action despite fear, resilience
6	Arrogant	Overestimation of abilities, ego-driven
7	Aggressive	Forceful, dominating others
8	Ferocious	Extremely forceful, overpowering, sometimes destructive

ACCOUNTABILITY FOR OUTCOME

Ownership

Take full responsibility for tasks, decisions, and their consequences.

Reliability

Consistently follow through on commitments and deliverables.

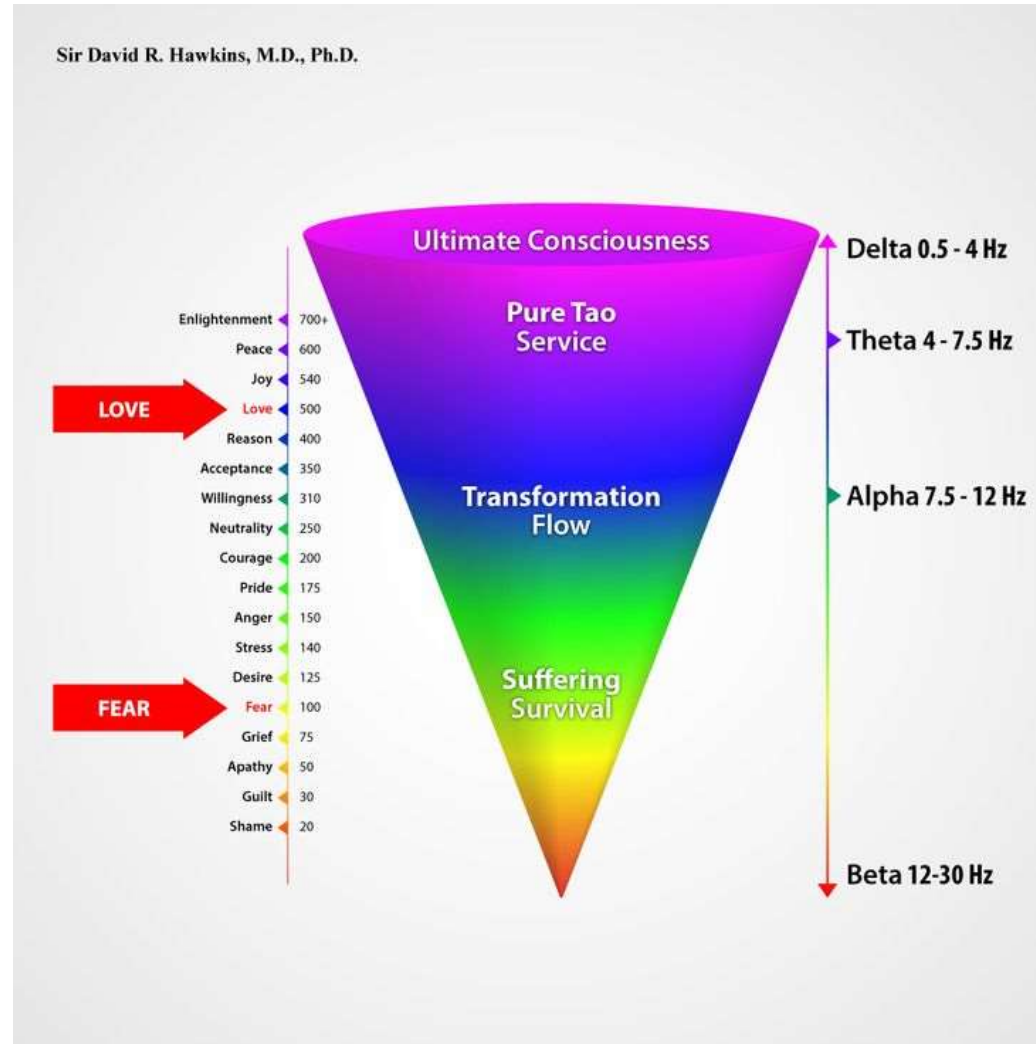
Delivering Promises

Honor commitments with integrity,
ensuring
trust and credibility

Commitment to Results

Stay focused on achieving objectives,
regardless of challenges.

Dr David Hawkin's Scale



Benefits

Enhanced Self-Awareness



Understanding your strengths, weaknesses, and values.

Improved Relationships



Better communication and empathy towards others.

Career Advancement



Increased skills and knowledge lead to more opportunities.

Greater Life Satisfaction



Achieving personal goals and leading a fulfilling life.

The only limit to your impact is your imagination and commitment." –

Tony Robbins

Gender Sensitization – Overview



Gender Sensitization – Overview



Definition

The process of raising awareness about gender equality concerns and challenging ingrained stereotypes to foster a fair, inclusive, and respectful environment for all employees.



Understanding Gender

- ✓ Helps distinguish between sex and gender
- ✓ Questions assumptions about gender roles



Inclusive Environment

- ✓ Creates workplace where everyone feels secure
- ✓ Promotes respect irrespective of sex



Why It Matters



Promotes Diversity

Creates varied perspectives and innovation



Prevents Harassment

Builds respectful workplaces for all



Enhances Well-being

Improves satisfaction and retention

Understanding Gender Bias and Stereotypes

⚠️ Examples of Bias and Stereotypes

- 💰 **Unequal Pay**
Women earn less than men for same job with similar qualifications
- 👤 **Role Association**
Assumptions about roles better suited for specific genders
- 🚫 **Promotion Barriers**
Women overlooked for promotions despite qualifications
- 🎓 **Unequal Opportunities**
Men offered more development opportunities

💔 Impact on Morale and Inclusivity

- 🧠 **Psychological Unsafety**
Leads to lower morale and reduced job satisfaction
- 🏢 **Hostile Environment**
Hinders open communication and collaboration
- 💓 **Undervaluation**
Makes individuals feel disrespected and less likely to contribute
- 👤 **Higher Turnover**
Can lead to increased turnover and reputational damage

Gender bias creates a toxic work environment and undermines organizational success

Building Gender-Sensitive Work Culture

Promote Equality

- ✓ Establish policies prohibiting gender-based discrimination
- ✓ Ensure fair recruitment and promotion practices
- ✓ Provide equal learning and development opportunities
- ✓ Offer flexible work arrangements for all genders

Zero Tolerance for Harassment

- ✓ Implement non-discrimination policies
- ✓ Conduct regular training on gender sensitivity
- ✓ Establish confidential reporting mechanisms
- ✓ Create open-door policies for reporting concerns

Empowerment & Inclusion

- ✓ Use gender-neutral language in communications
- ✓ Provide gender-neutral facilities
- ✓ Leaders should model inclusive behavior
- ✓ Create employee resource groups

 A gender-sensitive culture promotes respect and ensures everyone feels valued and included.

POSH Act 2013 – Key Provisions

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ensures a safe working environment for women.



Prevention Measures

- Formulate policy against sexual harassment
- Display policy prominently
- Organize awareness programs



Complaint Mechanism

- File complaint within 3 months
- Any aggrieved woman can file
- Confidential handling of complaints



Internal Complaints Committee

- Constitute ICC for workplaces with 10+ employees
- Majority women members
- Include external member from NGO



Redressal Process

- Inquiry within 90 days
- Powers similar to civil court
- Actions against perpetrator if proven
- Measures for conciliation

Case Examples on Gender Sensitization



Biased Promotion Interview

Scenario: During a promotion interview, a hiring manager asked a highly qualified female candidate about her plans for starting a family and work-life balance, not asking male candidates similar questions.

Issues Identified:

- Questioned only the female candidate about family plans
- Selected less experienced male colleague despite female candidate's stronger performance
- Allowed gender stereotypes to influence hiring decision

⚠️ Key Takeaway:

Gender bias in hiring decisions violates equal opportunity principles and can result in legal consequences under the POSH Act.



Inclusive Team Meeting

Scenario: A team leader noticed female team members being interrupted. He intervened to ensure everyone got a chance to speak, and actively encouraged quieter team members to contribute.

Positive Actions:

- Recognized and addressed interrupting behavior
- Created a safe space for all team members to express ideas
- Actively encouraged participation from all team members

💡 Key Takeaway:

Inclusive practices foster a collaborative environment where all team members feel valued and empowered to contribute.

Respect. Responsibility. Compliance.



Respect

Treat all colleagues, clients, and stakeholders with dignity, valuing their contributions and perspectives.



Responsibility

Take ownership of your actions, commitments, and their outcomes. Promote gender sensitivity and inclusivity.



Compliance

Adhere to legal provisions, organizational policies, and professional standards to ensure a safe and ethical workplace.

Q&A and Discussion

We welcome your questions, insights, and experiences. Let's discuss how we can collectively maintain a respectful, inclusive, and compliant workplace.

Thank you for your participation



Future CEO

The one who comes out
of the bed in 30 Sec

DREAM is not what you see in sleep, DREAM is something which doesn't let you sleep. – Dr. A.P.J Abdul Kalam.



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